

## Telephone Surveyor Interview Questions

1. Provide an example of a time when you were able to demonstrate excellent listening skills. What was the situation and outcome?

2. Share an experience in which you compiled recorded, and codes results and data from interviews and/or surveys.

3. What is the key to success when communicating with the public.

4. Share an experience you had in dealing with a difficult person and how you handled the situation.

5. Share an experience in which you successfully shared a difficult piece of information. (Make sure that the candidate has open lines of communication.)

6. Tell me how you organize, plan, and prioritize your work.

7. Share an example of a time you had to gather information from multiple sources. How did you determine which information was relevant?

8. Please share an experience in which you presented to a group. What was the situation and how did it go?

9. Provide an experience in which you performed patient services, such as answering telephone.

10. Provide an example when your ethics were tested.

11. Share an example of when you went above and beyond the "call of duty". (Look for answers that show the candidate is dependable.)

12. Share an effective method you have used to ensure that data obtained from interviews are complete and accurate.

13. Provide an experience in which you effectively ensured payment for services.

14. Share an effective approach to working with a large amount of information/data. How has your approach affected your company?

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15. Share an experience when you applied new technology or information in your job. How did it help your company?

16. Name a time when your patience was tested. How did you keep your emotions in check?

17. Share an effective method you have used to explain survey objectives and procedures to interviewees and to interpret survey questions to help comprehension.

18. Describe your experience performing office duties.

19. Provide an experience in which you resolved inconsistencies in an interviewee's responses.

20. Tell me about a time when you developed your own way of doing things or were self-motivated to finish an important task.

21. How do you balance cooperation with others and independent thinking? Share an example. (Try to determine if the candidate has a cooperative attitude or is otherwise good-natured.)

22. Provide a time when you dealt calmly and effectively with a high-stress situation.

23. Provide an example of a time when you successfully organized a diverse group of people to accomplish a task.

24. Share an experience in which your attention to detail and thoroughness had an impact on your last company.

25. Share an experience in which prepared reports to provide answers to specific problems.

26. Tell me about the last time you monitored or reviewed information and detected a problem. How did you respond?

27. Provide an experience in which you were sensitive to someone's needs or feelings. How did your helpfulness affect your work environment?

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28. Provide an experience in which you effectively collected and analyzed data.
29. Tell me about an experience in which you analyzed information and evaluated results to choose the best solution to a problem.
30. Provide a time when you worked in a rapidly evolving workplace. How did you deal with the change? (Make sure the candidate is flexible.)